

## **APPENDIX 3**

### ***Data Collection and Technical Support***

***APPENDIX 3a***

**Data Collection Phase Memo**

**DEPARTMENT OF SOCIAL SERVICES**

744 P Street, Sacramento, CA 95814



August 18, 1999

TO: COUNTY CHILD WELFARE SERVICES DIRECTORS  
SB 2030 COUNTY CONTACTS

SUBJECT: SB 2030 CWS WORKLOAD STUDY – DATA COLLECTION PHASE

As you know the process for conducting the SB 2030 workload study is currently underway. The goal of the study is to collect and analyze data for use in developing a model for budgetary allocation that reflects changes to the Child Welfare Services (CWS) workload and the impact on the workload of implementing best practices. Because of the critical deadline for completing the study (January 30, 2000) mandated by the legislation, all study related tasks are proceeding rapidly and many of the key project decisions are being made within limited time frames. We appreciate the cooperation and support we have received from your agency especially given these conditions.

This letter is intended to alert you to some of the basic decisions about how the SB 2030 **data collection phase** will impact your county in general. The data collection phase is a two-week time study, which will involve all CWS staff, as described below. Please keep in mind that, in addition to the data collection phase, the contractor will be evaluating the workload and cost of the CWS program in several phases. Additional information will be obtained by use of focus groups, case processing laboratory analysis, stakeholder interviews and an analysis of the budgeting methodology. If you have questions about the data collection phase, please feel free to contact Doug Park, Chief, Financial Planning Branch, California Department of Social Services, at (916) 657-3439. If you have specific questions about implementing the study, please contact John Fluke at the American Humane Association (AHA), the project contractor, at (303) 792-9900.

**Data Collection / Training Schedule**

The data collection / training schedule is attached to this letter. The study coordinator in your county has been informed about the schedule by Nola Niegel, the SB 2030 project coordinator, and/or Dana Hollinshead of AHA. Please review the schedule for more information regarding the dates for training and data collection for your county.

**Study Participation**

All appropriate staff in your agency will need to plan to participate in the time study.

Identifying the specific staff to participate in the study will vary somewhat from county to county. There are two basic rules to apply:

1. All county staff whose position is funded from the CWS budget.  
  
and/or
2. All county staff who work directly with CWS clients or who process specific CWS client records.

In general, there are four groups of staff who should participate in the study:

- Caseworkers
- Casework Supervisors
- CWS Case Aides and Clerical Support Staff
- Administrative Staff (who satisfy either of the two criteria stated above)

Examples of administrative staff who **would** participate include staff who monitor group home contracts. High level administrators in larger counties may elect not to participate. If an administrator is four or more organizational levels removed from direct case work, then it is not necessary that they participate in the study.

Staff who definitely should **not** participate are shelter staff and contract providers. These types of program staff and costs will be treated as a cost center in the actual allocation model developed for the study. Staff working for contractors are **not** to time study. Costs for contractors will be captured in another phase of the study. Counties are requested to provide a list of all participating staff by name, county number, position type (e.g., caseworker, secretary, etc.), and CWS/CMS identification number (if available) to Greg Tooman of the AHA project staff as soon as possible. At minimum this information needs to be provided to the AHA trainers on the first day of the Data Collection Training for your county.

If you have any questions regarding which staff in your county should participate in the time study, please contact Doug Park at (916) 657-3439, as soon as possible.

### **Data Collection Training**

The strategy for the data collection training is a "train the trainers" design. This means that the project team will provide training to a group of trainers which includes staff identified by your agency. These trainers will then be responsible for training the

remainder of your staff. The basic model is that the trainer sessions will occur Monday or Tuesday of the training week leaving the remainder of the week available for internal training at your agency. The sessions for the trainers will last four hours and will be conducted at a central site with several other counties involved. It is expected that the actual training sessions for staff should take approximately two hours.

Master copies of support materials for county training purposes will be made available during the "train the trainers" sessions.

### **Data Collection Process**

Data will be input into a time study application designed to work with the Child Welfare Services / Case Management System (CWS/CMS) server network for the submission of the data; therefore, electronic mail will not be used. Computers used for recording the time study information must be connected to the CWS/CMS network. The application will be distributed to county trainers and other staff during the training week. County staff will need to plan to enter time study data. Ideally, each staff member will enter their own data, but in some circumstances, support staff will need to enter the data on behalf of other staff. It will be the responsibility of each county to organize procedures to enter the data. Master copies of paper time study forms will be available for staff not entering data and for use in the field.

The technical plan for data collection is in the final design phase and is expected to be finalized by August 23<sup>rd</sup>. Presently, for case carrying staff the application will obtain recent case data including the client identification number from the CWS/CMS application, provided that the case carrying staff know their CWS/CMS identification number. The application will allow for the entry of time not associated with specific cases.

The data collection plan calls for data to be stored on county servers that will be "swept" through the CWS/CMS network several times a week. If data are stored on stand alone systems or networks that are independent from the CWS/CMS network, the time study data will need to be transferred to a designated CWS/CMS server at your agency.

### **Data Collection Technical Support**

Technical support for staff during the data collection period will be handled as follows:

- (1) Support using the computer equipment and the elements of the CWS/CMS network. It is expected that county training staff and other county-based technical staff will be able to answer the majority of questions in this area.

- (2) Support using and completing the time study instrument (use of codes, questions about definitions, etc.) and concerns about the application that are not related to the CWS/CMS software and hardware platform. Again, the county trainers will be the primary source for this technical support.

The contractor staff will be available during the internal training period to county training staff for questions and concerns that cannot be addressed locally. Trainers will receive information on how to contact contractor staff during their training.

### **Contacts**

For further information, please contact:

Doug Park of CDSS at (916) 657-3439, regarding general questions regarding the SB 2030 project.

John Fluke of AHA at (303) 792-9900, regarding the specific study implementation questions.

George Felines of CDSS at (916) 654-1428, or Dana Hollinshead of AHA at (303) 792-9900, regarding the Data Collection schedule.

Greg Tooman of AHA at (303) 792-9900, regarding technical concerns for the application and lists of participating staff for the Data Collection phase.

This letter and additional information concerning the CWS Workload Study is on the internet at the following addresses:

<http://www.dss.cahwnet.gov>

<http://www.hwcws.cahwnet.gov>

Sincerely,

*Original Document signed by  
Douglas D. Park on 8/18/99*

DOUGLAS D. PARK, Chief  
Financial Planning Branch

Attachments

**SB 2030 – Child Welfare Services Workload Study**  
**Data Collection Phase**  
**Frequently Asked Questions**

- (1) Should staff who are funded through Family Preservation money, but who are not doing direct CPS work, participate in the workstudy? An example was given of teen pregnancy program staff who are not in CPS.

Yes, staff working in the Family Preservation program should participate in the time study. The data collection form has activities and tasks associated with this program.

- (2) Should clerks be included in the time study? Clerks perform many case-related tasks in many counties (e.g. court reports, filings, transportation, etc.).

Yes. As indicated in the cover letter, clerical staff should participate in the time study.

- (3) Some staff may not carry cases but are responsible for looking for Foster Care placements. Should they participate in the study?

Yes. These staff are involved in providing services to CWS clients and should participate in the time study. The data collection form provides for activities and tasks for this program.

- (4) In some counties, the staff who license adoptive homes are funded in part by the state. Should they be included in the study?

Yes, the data collection form includes a limited range of activities and tasks for the adoptions program. However, this study is not intended to capture the full range of activities or tasks associated with adoptions. Staff in the adoptions program should be involved in the time study only to the extent they work on CWS issues.

- (5) Are foster care eligibility workers included? Some do not have access to CWS.

No, dedicated eligibility staff for foster care should not participate in the time study. The study does provide for those foster care staff that provide services to CWS.

- (6) In some counties, some trainers carry cases, should they participate?

Yes. As indicated in the cover letter, anyone who carries a caseload should

participate in the time study.

- (7) Will Electronic Data Processing (EDP) staff be included in the time study?

Yes. To the extent that EDP staff provide support to CWS staff they will report their time on the time study.

- (8) How will the data be submitted to the contractor?

Data will not be sent via e-mail. Therefore, it will not be necessary for a computer to have MS Outlook available (or any other software for e-mail, for that matter). Nor will HWDC be responsible for collection of the data. Data will be transmitted by use of the server system. Ideally, the data should be collected and transmitted on a daily basis, however, the process will allow for data entry and collection on subsequent days.

- (9) When will the data collection program and forms be available?

The data collection instrument will be available the week of August 23, 1999.



## ***APPENDIX 3b***

### **Work Measurement Units of Service and Task Child Welfare Codes**

**Work Measurement Units of Service and Tasks: Child Welfare Codes**

<b>Units of Service</b>	
<b><u>Non-Child Welfare Services</u></b>	<b><u>Family Reunification (cont.)</u></b>
<b><u>Non-Child Welfare Services</u></b> 777A - Non-CWS Services	503D- Services to Parents with Children in Out-of-home Care, Voluntary 504E- Services to Parents with Children in Out-of-home Care, Court-Ordered
<b><u>Non-Case-Related Activities</u></b>	<b><u>Permanent Placement</u></b>
<b><u>General Non-Case Activities</u></b> 881A - Leave 882B - Administrative Activities 883C - Non-work Time Gaps 884D - Resource Development 885E - Fiscal/Audit Activities	600A- Investigation/New Allegation-PP 601B- Permanency Planning Assessment and Facilitation 602C- Work with Child/Family/Guardian (Case Management)
<b><u>Eligibility Determination</u></b> 991A- Eligibility Determination Activities 992B- Eligibility Redetermination	<b><u>Adoptions</u></b> 900A- Investigation/New Allegation-A 901B- Recruitment, Inquiries, and Preliminary Screening of Adoptive Parents 902C- Study of Adoptive Homes 903D- Adoptive Placement Services 904E- Adoptive Supervision 905F- Post-Finalization Services 906G- Non-CWS Adoptions
<b><u>Prevention</u></b> 221A- Child Abuse Prevention 222B- School/Center/Police-Based Prevention	<b><u>Out of Home Care &amp; Licensing</u></b> 700A- Investigation/New Allegation-OHC 701B- Investigation-Licensing Complaint 702C- Recruitment, Inquiries and Preliminary Screening of Licensed Foster Parents and Relative Homes 703D- Study and Supervision of Substitute Caregivers 704E- Assessment of Foster Homes (Non-Relative) 705F- Assessment of Foster Homes (Relative/Kinship Homes) 706G- Special Needs Home Certification and Training 707H- Foster Care Placement Services 708I- Development and Recertification of Foster Homes 709J- Foster-Adopt Home Services
<b><u>Case &amp; Referral-Related Services</u></b>	<b><u>Child Care</u></b> 800A- Investigation of Licensed and Non-Licensed Child Care Facilities 801B- Recruitment, Inquiries and Preliminary Screening of Licensed Day Care Facilities 802C- Study & Supervision of Day Care Facilities 803D- Day Care Placement Services 804E- Development and Recertification of Day Care Facilities
<b><u>General Case or Referral-Related Activities</u></b> 100A - Quality Assurance 101B - Other Case Specific Support Service (for use by non-case carrying staff only) 102C - Internal Investigations	<b><u>Independent Living Program</u></b> 821A- ILP Services to Young Adults/Teens 822B- ILP Administration/Community Resource Development 823C- Non-CWS Independent Living Services (includes transitional housing for foster youth)
<b><u>Community-Based Collaborations</u></b> 200A- Collaborative/Direct Services (CWS) 201B- Collaborative/Direct Services (Non-CWS) 202C- Collaborative/Planning (CWS) 203D- Collaborative/Planning (Non-CWS)	<b><u>Other</u></b> 1000A- Other Clerical Functions 1001B- OTI (Out-of-town inquiries) 1002C- ICPC (Interstate Compact on Placement) 1003D- Inter-County Work (Inter-County Transfer/Courtesy Supervision) 1004E- Home Study - Non-CWS (ordered by probate or family court)
<b><u>Dependency Investigation/Intake</u></b> 204A- Dependency Investigation Activities	
<b><u>Emergency Response</u></b> 300A- Screening/Hotline/Intake 301B- Investigation (ER) 302C- Court Intervention (ER)	
<b><u>Family Maintenance</u></b> 400A- Investigation/New Allegation-FM 401B- Voluntary Services 402C- Court Ordered Services 403D- Family Preservation and Support- Intensive Home-Based Services	
<b><u>Family Reunification</u></b> 500A- Investigation/New Allegation-FR 501B- Work with Children in Out-of-home Care, Voluntary 502C- Work with Children in Out-of-home Care, Court-Ordered	

*Unit of Service Categories are underlined and centered  
Specific Units of Service have a numeric code*

**Special Case Characteristics**

**The following special case characteristics should be indicated, if applicable, in the Case Characteristics page in the Data Collection Form for the SB 2030 Workload Study**

- A. AB 1741 Youth Pilot Program
- B. Courtesy Supervision
- C. DEC (Drug Endangered Child) Program
- D. Family to Family Pilot
- E. Family Unity Meeting/Family Group Conference/Family Group Decision Making
- F. Healthy Start
- G. H.O.P.E. Court
- H. ICWA (Indian Child Welfare Act)
- I. Medically Fragile
- J. Mental Health/Developmental Disability
- K. MISC
- L. Multilingual Services
- M. Options for Recovery
- N. Out-of-County Placement
- O. Out-of-State Placement
- P. PEN (Parent Education Network) In-Home Visiting Program
- Q. Probation (601/602)
- R. Residential (933, Group Homes & Residential Care)
- S. Sexual Abuse Unit
- T. Structured Decision Making
- U. System of Care (e.g. COMPASS)
- V. Wraparound Services (WRAP)
- W. Family Preservation

**Work Measurement Units of Service and Tasks: Child Welfare Codes**

Tasks	
<p align="center"><u>Leave</u></p> <p>Use this group of tasks only with "Leave" Unit of Service (881A)</p> <p>200 Annual and other leave</p> <p>201 Compensatory time and adjusted work week</p> <p>202 Industrial accident</p> <p>203 Sick Leave</p> <p align="center"><u>Non-Work Time Gaps</u></p> <p>Use this task only with "Non-Work Time Gaps" Unit of Service (883C)</p> <p>300 Lunch &amp; other non-paid time in the work day</p> <p align="center"><u>Case Management &amp; Ongoing Services Tasks</u></p> <p>Usually used with Case &amp; Referral-Related Unit of Service Codes (100A – 1004E)</p> <p>10 Case consultation, info. sharing &amp; case staffing</p> <p>11 Concurrent planning/ Joint adoption assessment</p> <p>12 Contact with collaterals, providers, other resources</p> <p>13 Contact with referral source/reporting party</p> <p>14 County car – locate &amp; maintain</p> <p>15 Develop case plan (Non-computer)</p> <p>16 Direct contact with child by phone</p> <p>17 Direct contact with child in field- case mgmt.</p> <p>18 Direct contact with child in field- counseling</p> <p>19 Direct contact with child in office- case mgmt.</p> <p>20 Direct contact with child in office- counseling</p> <p>21 Direct contact with child by letter/email/fax</p> <p>22 Direct contact with parent by phone</p> <p>23 Direct contact with parent in field- case mgmt.</p> <p>24 Direct contact with parent in field- counseling</p> <p>25 Direct contact with parent in office- case mgmt.</p> <p>26 Direct contact with parent in office- counseling</p> <p>27 Direct contact with parent by letter/email/fax</p> <p>28 Direct contact with family by phone</p> <p>29 Direct contact with family in field- case mgmt.</p> <p>30 Direct contact with family in field- counseling</p> <p>31 Direct contact with family in office- case mgmt.</p> <p>32 Direct contact with family in office- counseling</p> <p>33 Direct contact with family by letter/email/fax</p> <p>34 Eligibility determination &amp; redetermination</p> <p>35 Group counseling</p> <p>36 Review of case history</p> <p>37 Review of case records – peer &amp; supervisory (see #76 below for audit reviews)</p> <p>38 Risk Assessment</p> <p>39 Safety Assessment</p> <p>40 Transportation of client</p> <p>41 Waiting time other than court</p> <p>42 Work with service providers</p> <p>43 Work with out-of-home/substitute caregivers</p>	<p align="center"><u>Court-Related Tasks</u></p> <p>Usually used with Case &amp; Referral-Related Unit of Service Codes (100A – 1004E)</p> <p>44 Child welfare court mediation</p> <p>45 Court appearance/ testimony</p> <p>46 Court liaison/recommendations/court officer</p> <p>47 Court preparation (other than documents)</p> <p>48 Court waiting time</p> <p>49 Preparation of court-related documents (non-CWS/CMS computer system)</p> <p>50 Termination of parental rights activities</p> <p align="center"><u>Other Case-Related Tasks</u></p> <p>Usually used with Case &amp; Referral-Related Unit of Service Codes (100A – 1004E)</p> <p>51 Assembling/preparing and reviewing hard case files (includes file splitting/ registrar functions)</p> <p>52 Case recording/case dictation (non-CWS/CMS)</p> <p>53 Criminal background check (incl. fingerprints)</p> <p>54 Domestic violence assessment &amp; services</p> <p>55 Fiscal forms (Non-computer)</p> <p>56 Family unity meeting/family group conference/family group decision making</p> <p>57 Guardianship facilitation/ Services to guardians</p> <p>58 INS-related services (includes pru-col apps.)</p> <p>59 Health, Mental Health, &amp; Education Services (includes Health &amp; Education Passport)</p> <p>60 Kinship home development</p> <p>61 Law enforcement processing or contact</p> <p>62 Legal Procedures processing</p> <p>63 Parent/Relative search</p> <p>64 Perinatal prison assessment</p> <p>65 Physical care of child</p> <p>66 Placement of child (non-CWS/CMS)</p> <p>67 Placement search</p> <p>68 Translation/interpretation</p> <p>69 Testing-drugs/sub. abuse, referral and results</p> <p>70 Testing-paternity, referral and results</p> <p>71 Removal of child from home</p> <p>72 Shelter facility tasks (other)</p> <p>73 Voluntary relinquishment</p> <p>74 Visitation- arranging/supervising/monitoring</p> <p>75 Wrap-around team meeting</p>

*Task Categories are underlined and centered  
Specific Tasks have a numeric code*

**Work Measurement Units of Service and Tasks: Child Welfare Codes**

**Administrative or Case-Related Tasks**

Use either a Case & Referral Related or Non-Case Related Unit of Service (881A-1004E)

- 76 Case audits/compliance review
- 77 Client education and training
- 78 Communication & training with other government/community agencies
- 79 Complaints from community/others (handling)
- 80 Computer/technology/mechanical waiting/down time (CWS/CMS and non-CWS)
- 81 Forms completion (includes administrative and case-related)
- 82 Information and referral
- 83 Mail/Fax/E-mail/Voice mail, etc.
- 84 Meetings, committees, task force activities
- 85 Miscellaneous activities (includes MID)
- 86 Multi-disciplinary/Inter-agency Teams/MDIT/CAC/SB933/child death review
- 87 Non-CS Programs Screening/Services
- 88 Photocopying
- 89 Recruit and supervise students & volunteers
- 90 Resource development
- 91 Sending & retrieving cases to/from storage
- 92 Special Reports, Fact Sheets, & Special Studies
- 93 Travel (other than client transportation)
- 94 Typing
- 95 Word processing/Data entry (Non-CWS/CMS)
- 96 Work planning and preparation
- 97 Worker-Supervisor conference

**Administrative Only Tasks**

Use these tasks only with Non-Case-Related Activities Unit of Service Codes (882B – 222B)

- 98 Bookkeeping
- 99 Break (includes emotional processing & countertransference)
- 100 Employee evaluations
- 101 Filing
- 102 Office administration (includes contract monitoring & developing contracts)
- 103 Policy & procedure writing, research & review
- 104 Reception/telephone
- 105 Recruit social work staff
- 106 Staff counseling
- 107 Staff Development and Training (includes core, academy, & county policy training)
- 108 Standby/on-call (after hours)
- 109 Work measurement study (SB 2030)

**CWS/CMS Computer Activities**

Use Either a Case & Referral Related or Non-Case Related Unit of Service (881A-1004E)

(Includes all time working on the CWS/CMS computer system)

- 110 ATS (Application support & troubleshooting)
- 111 ATS (Application training)
- 112 Case plan
- 113 Case Plan (Bilingual/Multilingual)
- 114 Case referral opening/closing/transfer/assignment/merging
- 115 Client data entry
- 116 Computer waiting time
- 117 Data management/Downloading data
- 118 Fiscal Documents
- 119 Forms completion and misc.
- 120 Generating other reports
- 121 Health and education data entry
- 122 Help desk activities
- 123 Hotline-related activities
- 124 ICPC (Interstate Compact on Placement)
- 125 ICT (Inter-county transfer)
- 126 Inputting and updating contacts
- 127 Placement
- 128 Preparation of court related documents
- 129 Program Management Reports
- 130 Records search
- 131 Reentering lost CWS/CMS data
- 132 Reviewing case/ referral history
- 133 Reviewing and approving
- 134 Search, merge and attach (SMA)

*Task Categories are underlined and centered  
Specific Tasks have a numeric code*

## ***APPENDIX 3c***

### **Work Measurement Units of Service and Tasks Definitions**

# WORK MEASUREMENT UNITS OF SERVICE AND TASKS

## Definitions

### Units of Service (Pages 1-7 of this list)

#### Non-Child Welfare Services

##### **777A Non-CWS Services**

All service activities performed or occurring during working hours that are not child welfare services, e.g., adult protective services functions performed by child welfare staff.

#### Non-Case Related Activities

##### **General Non-Case Activities**

##### **881A Leave**

All types of leave (e.g., vacation, sick leave, compensatory time, disability leave), official holidays, and time when office is closed because of weather conditions or other reasons.

##### **882B Administrative Activities**

All administrative activities performed or occurring during working hours that are not related to a specific case or unit of service. Includes standby or on-call time.

##### **883C Non-work Time-Gaps**

Time which the employee is not compensated for that occurs either during the normal work day of the agency or between normal working hours and emergency duty. This category includes lunch, and time between normal working hours and return to duties during the same day.

##### **884D Resource Development**

Time spent in developing resources within the community to support child welfare service activities, such as developing contract services, developing monetary support from foundations or other grant-making organizations, developing liaisons with related community agencies.

##### **885E Fiscal Audit Activities**

Time expended to provide information necessary to complete fiscal (financial) reviews or audits of CWS activities and services.

##### **Eligibility Determination**

##### **991A Eligibility Determination Activities**

Begins when an eligibility worker receives a referral. Includes preparing a medical card, education packet, and placement packet.

##### **992B Eligibility Redetermination**

Begins when a new referral is received on an existing case. Includes redetermining eligibility for services and preparing any documentation necessary for the eligibility redetermination.

##### **Prevention**

##### **221A Child Abuse Prevention**

Activities related to general child abuse prevention in the community including community presentation, multi-disciplinary teams, and mandated reporter training.

##### **222B School/Center/Police-Based Prevention**

Includes site-based community-based prevention programs in specific community sites such as schools, family centers, police stations, or other community locations.

#### Case and Referral-Related Services

##### **100A Quality Assurance**

All activities performed or occurring in the process of reviewing quantitative and qualitative casework practice (e.g. compliance review, case transfer, case closing, child death review etc.).

**101B Other Case Specific Support Service (For use by non-case carrying staff only – It is preferred to use a more specific Unit of Service rather than this general unit, if a more specific unit applies.)**  
Activities performed in support of casework services by non-case carrying staff (e.g., transportation of clients, physical care of children, supervision of visitation).

**102C Internal Investigations**

Begins with the determination by the county director that the agency's actions in a case should be the subject of a formal internal investigation due to allegations of malfeasance. Includes all activities performed in support of such an investigation. Ends when the internal investigation is formally concluded.

**Community-Based Collaborations**

**200A Collaborative/Direct Services (CWS) Referred for services.**

Begins with the determination that the referral is appropriate to be assigned to a collaborative. The collaborative provides ongoing services to the family. Ends when the case is transferred or closed. Includes community-based family preservation programs funded by Federally Allocated Funds – does not include FM or FR activities to provide intensive home-based family preservation services (see unit of service 403D).

**201B Collaborative/Direct Services (Non-CWS)**

Begins with the non-CWS community referral. Services are provided by the collaborative. Includes MISC, Health Start, Cal Works, SafeSOC, ISOC, SARB, etc. Ends when the collaborative decides services are no longer needed.

**202C Collaborative/Planning (CWS) Referred for services.**

Begins with the determination that the referral is appropriate to be assigned to a collaborative. The collaborative provides ongoing services to the family. Ends when the case is transferred or closed.

**203D Collaborative/Planning (Non-CWS)**

Begins with a non-CWS community referral. Services are provided by the collaborative. Includes MISC, Health Start, Cal Works, SafeSOC, ISOC, SARB, etc.) Ends when the collaborative decides services are no longer needed.

**Dependency Investigation/Intake**

**204A Dependency Investigation Activities**

Begins when a dependency investigator receives the case. Includes specialized work with court-related processes. Ends when the case is disposed of by the court.

**Emergency Response**

**300A Screening/Hotline/Intake**

Begins with receipt of a written or verbal referral/report. Includes all activity of receiving and recording the referral/report, checking agency records, discussing the report with the supervisor, determining whether abuse/neglect allegations are involved, classifying the report level and making referrals to other resources. It may include contacting agencies such as the police. Ends with the decision that a referral will be investigated, or with the completion of information and referral activity.

**301B Investigation (ER)**

Begins with the decision that the referral/report will be investigated. Includes all services provided during investigation. Includes immediate response and up to 10-day response. Includes emergency placements with both relatives and non-relatives. Ends with the determination of whether a report is conclusive (substantiated), unfounded, or inconclusive, and whether protective services are needed. May include short-term services and/or referrals to community agencies. It also includes closing or transferring the case.



**302C Court Intervention (ER-custody)**

Begins with a decision to request court intervention on behalf of a child or with a child being brought into custody (Sec. 920). Includes any court-related activities necessary to carry out the emergency response, either immediately or within the 10-day response period, including emergency placements. Ends with disposition in CWS/CMS of the ER case.

**Family Maintenance**

**400A Investigation/New Allegation-FM**

Begins with the decision that a new referral/report will be investigated on an existing case. Includes all services provided during investigation. Ends with the determination of whether a report is conclusive (substantiated), unfounded, or inconclusive, and whether protective services are needed. It also includes closing or transferring the investigation.

**401B Voluntary Services**

Begins after determination of the need for ongoing services. Services are provided to the children and parents to help prevent removal of the children and to improve their care. May also include assisting the family to make alternative care arrangements. Ends when services are terminated or all children are placed in substitute care/custody.

**402C Court Ordered Services**

Begins when court ordered services are first delivered. Ends when court ordered services are completed, or the case is transferred or closed.

**403D Family Preservation and Support—Intensive Home-Based Services**

Begins with the determination that a family will be offered short-term intensive home-based services in an effort to prevent the child's removal from the home due to a report of child abuse or neglect. Includes supportive services provided to the family in an effort to prevent placement. Ends when the family's situation has stabilized so that the child can remain in the home with ongoing family maintenance services or when a determination is made that the child should be removed from the home for reasons of safety.

**Family Reunification**

**500A Investigations/New Allegations-FR**

Begins with the decision that a new referral/report will be investigated on an existing case. Includes all services provided during investigation. Ends with the determination of whether a report is conclusive (substantiated), unfounded, or inconclusive, and whether protective services are needed. It also includes closing or transferring the investigation.

**501B Work with Children in Out-of-home Care, Voluntary**

Begins with actual voluntary temporary placement of the child in substitute care. Includes direct services to the child, preparing a child for reunification, or other temporary plans. Also includes work with the foster family. May include court-related services. Ends when the child is no longer the Agency's legal responsibility, or is transferred from one service component to another.

**502C Work with Children in Out-of-home Care, Court-Ordered**

Begins with actual court ordered temporary placement of the child in substitute care. Includes direct services to the child, preparing a child for reunification, or other temporary plans. Also includes work with the foster family. Ends when the child is no longer the Agency's legal responsibility, or is transferred from one service component to another.

**503D Services to Parents with Children in Out-of-home Care, Voluntary**

Begins with voluntary temporary placement of the child in substitute care. Includes work with the parents/family towards reunification with the child, or other temporary plans. Ends when the child is no longer the Agency's legal responsibility.

**504E Services to Parents with Children in Out-of-home Care, Court-Ordered**

Begins with actual court-ordered temporary placement of the child in substitute care. Includes work with the parents/family towards reunification with the child, or other temporary plans. Ends when the child is no longer the Agency's legal responsibility.

**Permanent Placement**

**600A Investigation/New Allegation-PP**

Begins with the decision that a new referral/report will be investigated on an existing case. Includes all services provided during investigation. Ends with the determination of whether a report is conclusive (substantiated), unfounded, or inconclusive, and whether protective services are needed. It also includes closing or transferring the investigation.

**601B Permanency Planning Assessment and Facilitation**

Begins with the determination that concurrent or permanency planning will take place for a child. Includes the permanency assessment and all services provided as a liaison for the purpose of facilitating permanency planning for the child and completing the 26 report. Ends when the child turns 18 or is assigned a permanent plan of long-term foster care or adoption, or when the court terminates reunification efforts.

**602C Working with Child/Family/Guardian (Case Management)**

Begins when the court orders permanent placement services for a child. Includes placement of the child in a permanent placement, direct services to the clients, including preparing a child for adoption, or other permanent plans, and work with the birth parents, relatives, and foster family. Includes all services to individuals requesting status as and serving as legal guardians (including guardianships through the probate court). Ends when the child is transferred to another service component or is no longer the Agency's legal responsibility.

**Adoptions**

**900A Investigation/New Allegation-A**

Begins with the decision that a new referral/report on an adoptive home will be investigated. Includes all services provided during investigation. Ends with the determination of whether a report is conclusive (substantiated), unfounded, or inconclusive, and whether protective services are needed. It also includes closing or transferring the investigation.

**901B Recruitment, Inquiries, and Preliminary Screening of Adoptive Parents**

Begins with receipt of an inquiry or initiation of recruitment activities. Includes recruitment, public information and orientation/training for potential applicants. Ends when applicant is given the application forms, or inquirer withdraws or is referred elsewhere.

**902C Study of Adoptive Homes**

Begins when applicant is given the application forms. Includes application process, orientation/training, home study, and certification or approval. Ends when the decision is made to approve or deny application and that information is given to the applicant, or applicant withdraws.

**903D Adoptive Placement Services**

Begins with receipt of the request of referral/report for adoption planning. Includes preparing the child and the child's caregiver for the adoptive placement, the process of placement selection, and work with prospective adoptive parents by agency staff. Ends when the adoptive placement is made.

**904E Adoptive Supervision**

Begins with placement of the child in the adoptive home. Includes all work with adoptive family and child, and work with the adoption subsidy program. Ends when the adoption is finalized or disrupted.

**905F Post-Finalization Services**

Begins when the adoption is finalized. Includes post-finalization counseling, post-adoption inquiries, and work with the adoption subsidy program. Ends when post-finalization services are completed or the subsidy ends.

**906G Non-CWS Adoptions**

Begins when an adoptive placement is initiated outside of the CWS system. Includes voluntary relinquishments, stepparent adoptions, and relative adoptions. Ends when the adoption is finalized or disrupted.

**Out-of-Home Care & Licensing**

**700A Investigation/New Allegation-OHC (can be used by case workers or licensing workers)**

Begins with an allegation of abuse or neglect against an out-of-home care provider. Includes all services provided to investigate the allegation. Ends with the determination of whether a report is conclusive (substantiated), unfounded, or inconclusive, and whether protective services are needed. It also includes closing or transferring the investigation.

**701B Investigation – Licensing Complaint**

Begins with a report concerning a problem or licensing issue regarding a licensed foster home or other out-of-home care facility. Includes all services provided in the course of investigating the complaint or issue. Ends with the determination as to whether the complaint is conclusive (substantiated), unfounded, or inconclusive, and whether action is needed to improve or revoke the license of the foster home or facility. Includes closing or transferring the investigation.

**702C Recruitment, Inquiries and Preliminary Screening of Licensed Foster Parents and Relative Homes**

Begins with receipt of an inquiry or initiation of recruitment activities. Includes recruitment, public information and orientation/training for potential applicants. Applies to licensed and non-licensed homes. Ends when inquirer is given the application forms, or inquirer withdraws or is referred elsewhere.

**703D Study and Supervision of Substitute Caregivers**

Begins when applicant is given the information packet or returns completed application forms. Includes the application process, orientation/training, home study, and certification or approval. Ends when the decision is made to certify an application and that information is given to the applicant, or when the applicant withdraws.

**704E Assessment of Foster Homes (Non-Relative)**

Begins when applicant is given the information packet or returns completed application forms. Includes the application process, orientation/training, home study, and certification or approval. Ends when the decision is made to certify an application and that information is given to the applicant, or when the applicant withdraws.

**705F Assessment of Foster Homes (Relatives/Kinship Homes)**

Begins when a relative is identified as a potential substitute care provider or when the applicant is given the information packet or returns completed application forms. Includes the home assessment, all necessary background checks, emergency relative assessments, and certification or approval. Ends when the decision is made to place or not to place the child in the relative's home.

**706G Special Needs Home Certification and Training**

Begins with the determination that a child is in need of a foster home that can provide specialized care or services to respond to the child's special needs (e.g., medical care, therapeutic setting, special facilities to accommodate a disability). Includes the application process for the special needs home, orientation/training, home study, and certification or approval. Ends when the foster parents have received any special training needed to accommodate the child's special needs and a decision is made to certify the home as a special needs foster home and that information is given to the applicant, or when the applicant withdraws the application to serve as a special needs home.

**707H Foster Care Placement Services (Activities by non-case carrying staff)**

Begins with receipt of a request for foster care placement. Includes the process of placement selection and work with prospective foster parents by agency staff. Ends when the child is placed in the foster home.

**708I Development and Recertification of Foster Homes**

Begins after the initial certification of the foster home. Includes in-service training, ongoing development and contact with the foster family, recertification and development of community resources. Ends when the decision is made about continued use of the foster home or when the foster parent withdraws from the program.

**709J Foster-Adopt Home Services**

Begins with the determination that a foster home is being considered as an adoptive placement. Includes contact with the foster family to orient them to the adoption process. Ends when a formal study of the home as an adoptive home commences (see the "Study of Adoptive Homes" unit of service 902C above) or when the foster home withdraws from consideration as an adoptive home.

**Child Care**

**800A Investigation of Licensed and Non-Licensed Child Care Facilities**

Begins with the decision that a referral/report will be investigated regarding a licensed or non-licensed child care facility. Includes all services provided during investigation. Ends with the determination of whether a report is conclusive (substantiated), unfounded, or inconclusive, and whether action is needed to improve or revoke the license of the child care facility.. It also includes closing or transferring the investigation.

**801B Recruitment, Inquiries and Preliminary Screening of Licensed Day Care Facilities**

Begins with receipt of an inquiry or initiation of recruitment activities. Includes recruitment, public information and orientation/training for potential applicants. Applies to licensed and non-licensed child day care facilities. Ends when inquirer is given the application forms, or inquirer withdraws or is referred elsewhere.

**802C Study and Supervision of Day Care Facilities**

Begins when applicant is given an information packet or returns completed application forms to become a licensed child day care facility. Includes application process, orientation/training, facility inspections, and certification or approval. Ends when the decision is made to certify the facility as a licensed child day care and that information is given to the applicant, or applicant withdraws.

**803D Day Care Placement Services (Activities by non-case carrying staff)**

Begins with receipt of the request for day care placement. Includes the process of placement selection and work with prospective day care providers by agency staff. Ends when the child is placed in the day care facility.

**804E Development and Recertification of Day Care Facilities**

Begins after the initial certification of the child day care facility. Includes in-service training, ongoing development and contact with the day care provider, recertification or reinspection, and development of community resources. Ends when the decision is made about continued use of the day care facility or closure of the day care facility.

**Independent Living Program (Includes all aspects of independent living plans)**

**821A ILP Services to Young Adults/Teens**

Begins when a determination is made the permanent plan for a young adult or teen is to transition to independent living. Includes all child welfare services provided to the youth or teen to facilitate the transition. Ends when the youth reaches 18 years of age, or 21 years of age if it has been determined that services will continue to that age.

**822B ILP Administration & Community Resource Development**

Includes all administrative activities in support of independent living programs, such as day-to-day operations management of independent living programs and ongoing development of community resources for youth transitioning to self-support.

**823C Non-CWS Independent Living Services**

Includes all non-CWS services provided to youth transitioning to establishing independent living arrangements, such as transitional housing for foster youth, vocational counseling and support in seeking employment, training, or higher education opportunities.

**Other**

**1000A Other Clerical Functions (It is preferred to use a more specific Unit of Service rather than this general unit, if a more specific unit applies.)**

Includes all general clerical functions not enumerated under other units of service, such as calendar preparation, document preparation, data entry, filing.

**1001B OTI (Out-of-Town Inquiries)**

Includes responding to requests for information from outside of the agency's jurisdiction (out of state).

**1002C ICPC**

Begins when the determination is made to place a child out of state, or when a request is received to place a child from out of state within the county. Includes all activities necessary to complete the requirements of the Interstate Compact on the Placement of Children. Ends when the child is no longer the responsibility of the agency.

**1003D Inter-County Work (ICT & Courtesy Supervision)**

Begins when a request or inquiry about a child is received from another California county. Includes all activities necessary to respond to the inquiry or request, completion of inter-county transfers, and courtesy supervision activities. Ends when the issues raised by the inquiring county are resolved.

**1004E Home Study – Non-CWS**

Begins when the family or probate court orders a home study to be conducted by the agency, not related to a child welfare services case. Includes all activities necessary to complete the home study. Ends when the home study report is filed with the court that ordered the study and any related court appearances or testimony are completed.

**Leave - Use These Tasks Only With "Leave" Unit of Service Code (881A)**

- 200 Annual and other leave
- 201 Compensatory time and adjusted work week
- 202 Industrial accident
- 203 Sick Leave

**Non-work Time Gaps -Use Task Only With "Non-Work Time Gaps" Unit of Service Code (883C)**

- 300 Lunch & other non-paid time in the work day

**Case Management and Ongoing Services**

**Usually Used with Case & Referral-Related Unit of Service Codes (100A through 1004E)**

- 10 Case consultation, information sharing, & case staffing
- 11 Concurrent planning/Joint adoption assessment (including adoptability assessment)
- 12 Contact with collaterals, providers, and other resources (including contacts with witnesses, police, medical staff, psychological resources, schools, and other community agencies) regarding an individual client, by letter, telephone, fax, e-mail, or face-to-face.
- 13 Contact with referral source/reporting party
- 14 County car - locate & maintain
- 15 Develop case plan (Non-computer)
- 16 Direct contact with child by phone
- 17 Direct contact with child in field - case management (all contacts other than counseling, including assessment contacts)
- 18 Direct contact with child in field - counseling (including individual, crisis and support counseling)
- 19 Direct contact with child in office - case management (all contacts other than counseling, including assessment contacts)
- 20 Direct contact with child in office - counseling (including individual, crisis and support counseling)
- 21 Direct contact with child by letter/email/fax
- 22 Direct contact with parent by phone
- 23 Direct contact with parent in field - case management (all contacts other than counseling, including assessment contacts)
- 24 Direct contact with parent in field - counseling (including individual, crisis and support counseling)
- 25 Direct contact with parent in office - case management (all contacts other than counseling, including assessment contacts)
- 26 Direct contact with parent in office - counseling (including individual, crisis and support counseling)
- 27 Direct contact with parent by letter/email/fax
- 28 Direct contact with family by phone
- 29 Direct contact with family in field - case management (all contacts other than counseling, including assessment contacts)
- 30 Direct contact with family in field - counseling (including family, crisis and support counseling)
- 31 Direct contact with family in office - case management (all contacts other than counseling, including assessment contacts)
- 32 Direct contact with family in office - counseling (including family, crisis and support counseling)
- 33 Direct contact with family by letter/email/fax
- 34 Eligibility determination and redetermination - includes all activities related to eligibility determination (e.g., determining degree of relatedness, obtaining birth certificates, medical records, or other documents needed). (Usually used with non-case related units of service 991A and 992B.)
- 35 Group counseling
- 36 Review of case history
- 37 Review of case records - Peer and supervisory reviews (see #76 below for audit reviews)
- 38 Risk Assessment
- 39 Safety Assessment
- 40 Transportation of client (or substitute caregiver, including making arrangements, going and returning, and waiting)
- 41 Waiting time other than court, except computer waiting time (includes waiting in hospital emergency rooms, schools, detention centers, etc. For computer waiting time see #116 below)
- 42 Work with service providers
- 43 Work with out-of-home/substitute caregivers (relatives, foster parents, 24-hour care facilities)

### **Court-Related Activities**

**(Usually Used with Case & Referral-Related Unit of Service Codes – 100A through 1004E)**

- 44 Child welfare court mediation
- 45 Court appearance/testimony – includes court appearances to provide sworn testimony in a specific case
- 46 Court liaison/recommendations/court officer – includes making recommendations to the court on the services to be provided or disposition of a specific case, acting as liaison or court officer on-site at the court for families and agency staff
- 47 Court preparation other than documents (includes consultation with CASA or attorney, meetings, etc.)
- 48 Court waiting time (includes time spent waiting in court that is not used for other work activities)
- 49 Preparation of court related documents (non-CWS/CMS) – (includes court report)
- 50 Termination of parental rights activities

### **Other Case-Related Activities**

**(Usually Used with Case & Referral-Related Unit of Service Codes – 100A through 1004E)**

- 51 Assembling/preparing and reviewing hard case files (includes file splitting/ registrar functions)
- 52 Case recording/case dictation - non-CWS/CMS (i.e., non-computer)
- 53 Criminal background check (includes fingerprinting)
- 54 Domestic violence assessment & services (includes liaison work with domestic violence shelters)
- 55 Fiscal forms (Non-computer)
- 56 Family unity meeting/family group conference/family group decision making meeting (includes time spent arranging meetings)
- 57 Guardianship facilitation
- 58 INS-related services (includes pru-col applications)
- 59 Health, Mental Health, & Education Services (includes time spent completing Health & Education Passports, and all time for direct provision of health services (e.g. visiting nurse)
- 60 Kinship home development
- 61 Law enforcement processing or contact (includes all contacts with law enforcement for purposes such as requesting an assist on a home visit, requesting joint investigation, required notifications)
- 62 Legal procedures processing (includes court filings, contacting court to set court date, sending notices of hearings, etc.)
- 63 Parent/relative search
- 64 Perinatal prison assessment
- 65 Physical care of child
- 66 Placement of child (non-CWS/CMS)
- 67 Placement search (Includes assessment of child's needs, arranging evaluations, identifying possible placements, pre-placement interviews, and sending placement packets.)
- 68 Translation/interpretation
- 69 Testing – drugs/substance abuse, includes substance assessment, urinalysis, referral and results
- 70 Testing – paternity, referral and results
- 71 Removal of child from home
- 72 Shelter facility tasks (other than tasks specifically enumerated elsewhere in this list)
- 73 Voluntary relinquishment
- 74 Visitation – includes arranging, supervising, and monitoring visits
- 75 Wrap-around team meetings – includes family-team meetings

### **Administrative or Case-Related Services**

**(Use Either a Case-Related Unit of Service Code -100A through 1004E**

**or Non-Case Related Activities Unit of Service Code – 881A through 222B)**

- 76 Case audits/compliance review
- 77 Client education and training
- 78 Communication & training with other government/community agencies
- 79 Complaints from community/others (handling)
- 80 Computer/technology/mechanical waiting/down time (CWS/CMS & non-CWS/CMS systems)
- 81 Forms completion (includes administrative and case-related, includes form & template development)
- 82 Information and referral - Includes receiving inquiries that require information or services outside of the agency's responsibility (e.g. housing, employment search, police emergency matters) and referring such calls to appropriate community agency.
- 83 Mail/Fax/E-mail/Voice Mail, etc.
- 84 Meetings, committees, task force activities

- 85 Miscellaneous activities - Includes MID (Management Information Division activities not specified elsewhere), compiling statistics and miscellaneous administrative and clerical tasks.
- 86 Multi-disciplinary/Inter-agency Teams/MDIT/CAC/SB933/Child death review teams
- 87 Non-CS Programs Screening/Services (Includes receiving inquiries that require Adult Protective Services or other non-child welfare program services provided by the agency, providing preliminary services, and connecting client with other appropriate agency program to respond.)
- 88 Photocopying
- 89 Recruit and supervise students & volunteers
- 90 Resource development
- 91 Sending & retrieving cases to/from storage
- 92 Special Reports, Fact Sheets, & Special Studies
- 93 Travel (other than client transportation)
- 94 Typing
- 95 Word processing/Data entry (Non-CWS/CMS)
- 96 Work planning and preparation (includes developing calendars)
- 97 Worker-Supervisor conference

**Administrative Only Activities** - Use only with "Non-Case-Related" Units of Service (882B – 222B)

- 98 Bookkeeping
- 99 Break (includes emotional processing & countertransference)
- 100 Employee evaluations
- 101 Filing
- 102 Office administration - General office administration, contract monitoring & developing contracts.
- 103 Policy & procedure writing, research & review
- 104 Reception/telephone
- 105 Recruit social work staff
- 106 Staff counseling
- 107 Staff Development and Training (includes core, academy, & county policy training)
- 108 Standby/on-call (after-hours)
- 109 Work measurement study (SB 2030)

**CWS/CMS Computer Activities** (Includes all time working on the CWS/CMS computer system)  
Use Either a "Case-Related" or "Non-Case Related Activities" Unit of Service Code (881A -1004E)

- 110 ATS (Application support & troubleshooting)
- 111 ATS (Application training)
- 112 Case plan
- 113 Case Plan (Bilingual/Multilingual)
- 114 Case referral opening/ closing/ transfer/ assignment/merging
- 115 Client data entry
- 116 Computer waiting time (waiting to use the CWS/CMS system, or CWS/CMS system down time)
- 117 Data management/Downloading data
- 118 Fiscal Documents
- 119 Forms completion (and miscellaneous forms activities for the CWS/CMS system)
- 120 Generating other reports (e.g., statistical reports)
- 121 Health and education data entry
- 122 Help desk activities
- 123 Hotline-related activities
- 124 ICPC (completing CWS/CMS activities for Interstate Compact on Placement of Children)
- 125 ICT (completing CWS/CMS activities for inter-county transfers)
- 126 Inputting and updating contacts
- 127 Placement (completing CWS/CMS activities for placements)
- 128 Preparation of court related documents
- 129 Program Management Reports
- 130 Records search
- 131 Reentering lost CWS/CMS data
- 132 Reviewing case or referral history on the CWS/CMS system
- 133 Reviewing and approving
- 134 Search, merge and attach (SMA) – Includes searching the CWS/CMS system to determine if there is a previous case or referral, and if so, attaching the CWS/CMS records.



## ***APPENDIX 3d***

### **Data Collection Form and Daily Worksheet**

The SB2030 Data Collection Form Cover Page with Employee Information Window open. The Employee Information Window only opened the first time the application was initiated. This window did not appear again once the employee's identifying information was entered.

D9

SB2030 Data Collection Form v.5.xls

California Time Study Cover Page

(SB2030, Form 1, v.5, 9/10/1999)

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The "free standing computer" option was designed for those users who wished to enter their data using the Data Collection Form, but were using a computer not connected to the CWS/CMS computer network. This option was used very infrequently.

Employee Information

#:

County/ID

First Name

Last Name

County Emp. ID

CWS/CMS Use ID

☐ Free Standing Computer

OK

Case or Referral ID Number

Case Name

Supervisor's Name:

Supervisor's Telephone #:

87 (# years, #months)

YEARS

Microsoft Excel

The Case Characteristics Page of the SB2030 Data Collection Form. The identifying information for an employee (worker's county ID, Name, etc.) appeared here automatically. Case or Referral Names and ID Numbers appeared here automatically as well, imported to this page from the Caseload Page.

### California Time Study Program Information

Worker's County ID #:

12345

Worker's CWS/CMS ID #:

W10004

Caseworker Name:

John Doe

County Number:

1

(SB2030, Form1, v.5, 9/10/1999)  
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The list of special case characteristics appeared in the numbered boxes through a pull-down list. There were seven boxes, allowing employees to choose up to seven special characteristics that all related to the same case.

Case ID Number	Case Name	Case Characteristics			
		1	2	3	4
1	40XzGGP24F	Kidder Janelle			
2	HHymfM93M4	Boat JR Pete			
3	HGKFuef24F	Bonito Juanita			
4	HKpjhOH24F	Cleaver Eugene			

- a. AB 1741 Youth  
b. Courtesy Support  
c. DEC (Drug Enr)  
d. Family to Family  
e. Family Unity N  
f. Healthy Start  
g. H.O.P.E. Coun  
h. ICWA (Indian)

A42

The Caseload Page of the SB2030 Data Collection Form. Caseload was automatically imported here from a file compiled by IBM and residing on the county's server system. Caseload was available only for primary case-carrying social work staff. All other employees were required to enter case or referral names manually, as well as client birth date and sex.

County Code	CVS/CMS User ID	FName	LName	Case(C)	or Referral (R)	Case or Referral ID	ADD NEW CASE	Referral: Number with Allegation	Referral: Number without Allegation	Case: First Name	Case: Middle Name	Case: Last Name	Client ID	ADD NEW CASE	Client Birth Date	Client Sex
24	V10004	Fig	Newton	C		40X4G3P24F	Kiddler Janelle	0	0	0	Janelle	Diane	Kiddler	1024084	10/24/84	M
24	V10004	Fig	Newton	C		HHymfM3M4	Boar JF Pete	0	0	0	Pete	Diane	Kiddler	5151864	5/15/86	F
24	V10004	Fig	Newton	C		HCdfuW124F	Bonito Juana	0	0	0	Juana	h	Bonito	3024084	3/02/84	M
24	V10004	Fig	Newton	C		KKipho124F	Cleaver Eugene	0	0	0	Eugene	Marie	Cleaver	FDdSD124F	6/11/85	M
24	V10004	Fig	Newton	C		Imhugr3M4	Cooklet Davey	0	0	0	Davey	Lee	Cooklet	MYUEdF50C	4/13/88	M
24	V10004	Fig	Newton	C		ENZYW3V3M4	Doright Therese	0	0	0	Therese	Ken	Doright	BKMSCAV3M8	9/21/87	F
24	V10004	Fig	Newton	C		3McIM3M4	Fly Rhonda	0	0	0	Rhonda	Ann	Fly	BWSVET3M8	4/11/84	F
24	V10004	Fig	Newton	C		3McIM3M4	Hernandez Juan	0	0	0	Juan	Manual	Hernandez	LAME313v	12/11/80	F
24	V10004	Fig	Newton	C		3McIM3M4	Laid Christopher E	0	0	0	Christopher	Wayne W	Laid	OPAWvF824F	8/11/88	M
24	V10004	Fig	Newton	C		NZ2828-24F	Mex Danick	0	0	0	Danick	James	Mex	58v9Z224F	3/20/91	M
24	V10004	Fig	Newton	C		Ed1P2124F	Reeves Dimeon P	0	0	0	Dimeon	Paul Vay	Reeves	RdZchM124F	5/3/83	M
24	V10004	Fig	Newton	C		FdKp1YK24F	Van Cless John	0	0	0	Nicole	Diane	Van Cless	SFmHCS24F	4/18/85	F

Non-Primary case-carrying staff were required to enter information in the lightly shaded areas only. Darkly shaded areas were filled in through the automatic data importation. Workers entering information manually were not required to supply any information in the darkly shaded areas.

The SB2030 Data Collection Form Daily Log Page. Employees entered their activities and times here. There were 14 daily log pages in the Data Collection form, one for each day of the study.

Employees entered the date that the activities were done here. Note that if an employee used the paper and pencil form to initially record their daily activities, and then recorded their activities in the Data Collection Form later, the date here would not necessarily conform to the date that the data was entered.

This is the line view START OF DAY ENTRY. Place the TIME YOU STARTED WORK TODAY below the "Work Start" area of the line.

The Data Entry button was used to activate the Data Entry Window.

The "Work Start" box was the space where an employee entered the time of day that the work day began.

The "Time Per Activity" box showed the duration in time for each activity, calculated automatically by the Data Collection Form. Each Time Per Activity was calculated as the current finish time minus the most recent previous finish time. For the first activity of the day, the "previous finish time" was the "Work Start" entry.

Line#	OPC	Case Name	Unit	Task	Finish Time	Time Per Activity
1						
2						
3						
4						
5						
6						
7						
8						
9						

The SB2030 Data Collection Form with the Data Entry Form open. The Data Entry Form was used to enter information into the daily log.

The "New Line Entry" button was used whenever an employee wished to enter data into the next available line of the log. The "New Line Entry" button assured the user that their next entry would be entered in the next available blank line in the log.

The "Line #" window allowed an employee to view any previously entered line of the daily log within the Data Entry Form.

The time that an employee ended an activity would be entered here.

The "Add Data to Sheet" button was "mouse clicked" by an employee after all pertinent information above was entered. The information would then automatically appear as a line in the daily activity log, and the windows of the Data Entry Form would reset for a new entry.

"OPC" stands for "other person's case," and would be "mouse clicked" (checked) whenever an employee was working on a case in which he or she was not the primary case worker.

The Case or Referral Name could be accessed here by use of a drop-down list. Any case or referral listed in the caseload page was available in this drop-down.

The Unit of Service Category, Unit of Service, Task Category, and Task could each be found within a drop-down list. The Unit of Service Category and Task Category could be skipped by entering "manual" in the spaces provided. This allowed an employee to only enter the code number of the specific unit of service and task he or she was performing.

Employee County ID #:

Page #  of

CWS/CMS ID #:

Employee Name:

County Number:

Supervisor's Name:

Supervisor's Phone #:

How Long Have You Been an Employee of CWS? (# years,  YEARS  MONTHS  
#months)

Case/Referral Name		Special Case Characteristics						
Last Name	First Name	1	2	3	4	5	6	7
1								
2								
3								
4								
5								
6								
7								
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22								
23								
24								
25								

# California Time Study Daily Worksheet

Date \_\_\_\_\_

Page \_\_\_\_\_ of \_\_\_\_\_

Employee Name	CWS/CMS ID	
	County Employee ID	

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This is the line for your START OF WORK entry. Please put the time you started work in the box to the right.					Work Start
Line#	OPC	Case/Referral Name	Unit of Service	Task	Finish Time
1	<input type="checkbox"/>				
2	<input type="checkbox"/>				
3	<input type="checkbox"/>				
4	<input type="checkbox"/>				
5	<input type="checkbox"/>				
6	<input type="checkbox"/>				
7	<input type="checkbox"/>				
8	<input type="checkbox"/>				
9	<input type="checkbox"/>				
10	<input type="checkbox"/>				
11	<input type="checkbox"/>				
12	<input type="checkbox"/>				
13	<input type="checkbox"/>				
14	<input type="checkbox"/>				
15	<input type="checkbox"/>				
16	<input type="checkbox"/>				
17	<input type="checkbox"/>				
18	<input type="checkbox"/>				
19	<input type="checkbox"/>				
20	<input type="checkbox"/>				